

CONTENT AREAS

Open Enrollment Packets: Contents and Mailing Date

Call Center Start Date

Status of Insurance Premium Rates

ISSUE/QUESTION

At last week's Benefit Liaisons' meetings, the following issues were raised:

- Need for a vision plan coverage chart
- Clarification of worksheets for Website and Interactive Voice Response (IVR) enrollments
- Clarification of the "Actively at Work" provision.

ANSWER

In response to Benefit Liaisons' recommendations, the following changes were made to the Open Enrollment Packet Materials:

- A coverage chart of the vision plan was developed.
- The worksheets for the Website and Interactive Voice Response (IVR) were revised.
- An explanation of the "actively at work" provision was added to the Special Circumstances section.

The insurance premium rates have not been released yet. As soon as they are released, the ADOA Benefits Office will list the rates on a Beneissues Listserv posting.

The delay in receiving the rate information will result in a delay in the mailing of the open enrollment packets. Packets are now scheduled to be mailed August 1, 2003 rather than the original July 25, 2003 mailing date.

The call center will be operational beginning August 4, 2003.

RATIONALE/EXPLANATION

Benefit liaison active involvement in meetings is encouraged and appreciated. The feedback is used to produce more user-friendly documents.

ISSUED

July 15, 2003